



PROGRAM NEWS

This is a bi-monthly newsletter
and is downloadable from
<http://www.healthyfamilies.ca.gov>

VOLUME 13, ISSUE 2

April 2007

*A publication providing information
and items of interest to California
Healthy Families and Medi-Cal
Enrollment Entities, Certified
Application Assistants, families,
and participating plans.*

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If you have a story idea you would like
to share or comments about this
newsletter, please contact us.

EE/CAA Help Desk
1-800-279-5012

Email
hfnewsletter@maximus.com

Website
www.healthyfamilies.ca.gov

Important People in your Enrollment Entity Profile

All Enrollment Entities (EEs) must provide the Healthy Families Program (HFP) with the names of persons chosen to fulfill three specific roles or functions: Authorized Contact Person, Billing Person, and Outreach Contact Person. The EE may assign these roles to three different individuals, or in some cases, one individual may fulfill all three roles. Please keep the following responsibilities in mind when assigning these roles:

Authorized Contact Person

This person has the authority to enter into an agreement with the State. This person signs the Enrollment Entity Agreement, W-9 Federal Tax Forms, CAA Add/Remove Forms, and any Change of Information for Enrollment Entities Forms. It is important to note that any change to the EE profile is an adjustment to the Invitation to Participate Agreement, and therefore, requires the Authorized Contact Person's signature.

Billing Person

This person has the authority to respond to billing inquiries from the HFP. The reimbursement program provides payment for

successfully completed applications that meet all the required criteria.

Outreach Contact Person

This person will be the contact person for applicants seeking application assistance. This person's information will be published on the HFP website for the public to access.

If it becomes necessary to reassign the Outreach Contact Person or the Billing Person, the EE's Authorized Contact Person should submit a signed Change of Information for Enrollment Entities Form indicating the reassignment. The Change of Information for Enrollment Entities Form can be downloaded at www.healthyfamilies.ca.gov/English/caa/pdfs/EE_Change_Info_Form.pdf.

If it becomes necessary to update the Authorized Contact Person, the EE should contact the EE/CAA Liaison Helpdesk, Monday through Friday between 8:30am and 5:00pm at 1-800-279-5012 or send an email to ee-caaliaison@MAXIMUS.com for assistance.

2007 Federal Income Guidelines

Each April 1st, new Federal Income Guidelines (FIGs) are provided. These guidelines are adjusted each year and provide income ranges that are used as the basis for determining premiums in the Healthy Families Program (HFP). The new 2007 FIG levels are used for all applications received after April 1, 2007. The new 2007 FIGs and the new HFP premium categories are shown below and are also available on the HFP website www.healthyfamilies.ca.gov/English/caa/pdfs/FIG_2007_English.pdf.

| Family Size | Child Age 0 to 1 or Pregnant Woman Medi-Cal | Child Age 0 to 1 Healthy Families | Child Age 1 thru 5 Medi-Cal | Child Age 1 thru 5 Healthy Families | Child Age 6 thru 18 Medi-Cal | Child Age 6 thru 18 Healthy Families |
|--|---|-----------------------------------|-----------------------------|-------------------------------------|------------------------------|--------------------------------------|
| 1 | \$0 - \$1,702 | \$1,703 - \$2,128 | \$0 - \$1,132 | \$1,133 - \$2,128 | \$0 - \$851 | \$852 - \$2,128 |
| 2 | \$0 - \$2,282 | \$2,283 - \$2,853 | \$0 - \$1,518 | \$1,519 - \$2,853 | \$0 - \$1,141 | \$1,142 - \$2,853 |
| 3 | \$0 - \$2,862 | \$2,863 - \$3,578 | \$0 - \$1,903 | \$1,904 - \$3,578 | \$0 - \$1,431 | \$1,432 - \$3,578 |
| 4 | \$0 - \$3,442 | \$3,443 - \$4,303 | \$0 - \$2,289 | \$2,290 - \$4,303 | \$0 - \$1,721 | \$1,722 - \$4,303 |
| 5 | \$0 - \$4,022 | \$4,023 - \$5,028 | \$0 - \$2,675 | \$2,676 - \$5,028 | \$0 - \$2,011 | \$2,012 - \$5,028 |
| 6 | \$0 - \$4,602 | \$4,603 - \$5,753 | \$0 - \$3,061 | \$3,062 - \$5,753 | \$0 - \$2,301 | \$2,302 - \$5,753 |
| 7 | \$0 - \$5,182 | \$5,183 - \$6,478 | \$0 - \$3,446 | \$3,447 - \$6,478 | \$0 - \$2,591 | \$2,592 - \$6,478 |
| 8 | \$0 - \$5,762 | \$5,763 - \$7,203 | \$0 - \$3,832 | \$3,833 - \$7,203 | \$0 - \$2,881 | \$2,882 - \$7,203 |
| 9 | \$0 - \$6,342 | \$6,343 - \$7,928 | \$0 - \$4,218 | \$4,219 - \$7,928 | \$0 - \$3,171 | \$3,172 - \$7,928 |
| 10 | \$0 - \$6,922 | \$6,923 - \$8,653 | \$0 - \$4,603 | \$4,604 - \$8,653 | \$0 - \$3,461 | \$3,462 - \$8,653 |
| Add the following dollar amount for each additional family member: | | | | | | |
| | \$580 | \$581 - \$725 | \$386 | \$387 - \$725 | \$290 | \$291 - \$725 |

2007 Healthy Families Program Premium Categories

| Family Size | Category A | Category B | Category C |
|---|-------------------|----------------------|----------------------|
| 1 | \$852 - \$1,277 | \$1,277.01 - \$1,702 | \$1,702.01 - \$2,128 |
| 2 | \$1,142 - \$1,712 | \$1,712.01 - \$2,282 | \$2,282.01 - \$2,853 |
| 3 | \$1,432 - \$2,147 | \$2,147.01 - \$2,862 | \$2,862.01 - \$3,578 |
| 4 | \$1,722 - \$2,582 | \$2,582.01 - \$3,442 | \$3,442.01 - \$4,303 |
| 5 | \$2,012 - \$3,017 | \$3,017.01 - \$4,022 | \$4,022.01 - \$5,028 |
| 6 | \$2,302 - \$3,452 | \$3,452.01 - \$4,602 | \$4,602.01 - \$5,753 |
| 7 | \$2,592 - \$3,887 | \$3,887.01 - \$5,182 | \$5,182.01 - \$6,478 |
| 8 | \$2,882 - \$4,322 | \$4,322.01 - \$5,762 | \$5,762.01 - \$7,203 |
| 9 | \$3,172 - \$4,757 | \$4,757.01 - \$6,342 | \$6,342.01 - \$7,928 |
| 10 | \$3,462 - \$5,192 | \$5,192.01 - \$6,922 | \$6,922.01 - \$8,653 |
| For more than 10 persons, add amount below for each additional family member. | | | |
| | \$285 - \$425 | \$425.01 - \$567 | \$567.01 - \$709 |

Missing Information for Assisted Applications

Missing Information significantly slows down the processing of an application and can often lead to a denial for an incomplete application. Missing information results in subscribers getting enrolled later than they otherwise would have or not at all.

To streamline enrollment, the Healthy Families Program (HFP), as previously announced, has reduced the amount of information necessary to complete an application. The HFP no longer requires a premium to enroll children and children can now be enrolled even if plan selections are not received during the missing information process. Before these changes, 22.4% of assisted applications were missing premium and 7.1% were missing plan selections. The improvements have helped to enroll children more quickly.

While the reduction in required information has helped enroll more children in affordable health care coverage and made the CAA's job a little easier, there is more that we can do.

The HFP still receives assisted applications that are missing essential information needed to complete the application. The two most significant things now missing from assisted applications are income documentation (51.1%) and signatures (28.4%).

With your help, we can further reduce the amount of missing information and enroll more children in a timely manner!

When is the best time to call?

Applicants looking to receive the fastest access to the Healthy Families Program (HFP) Call Center (1-866-848-9166) should try calling during non-peak times:

Good....Weekdays after 11 a.m.

Better...Weekdays after 6 p.m.

Best.....Saturdays 8 a.m. to 5 p.m.

The Call Center is open Monday through Friday, 8 a.m. to 8 p.m. and Saturday from 8 a.m. to 5 p.m.



Contribute to the EE/CAA Newsletter

This newsletter is only as good and useful as the information we receive.

If you have a story idea, correction, or concern about anything you read in this newsletter, please don't hesitate to contact us at: hfnewsletter@maximus.com

Please try to keep story submissions brief and related to the Healthy Families or Medi-Cal for Families Programs.

Open Enrollment 2007

Each year, the Healthy Families Program (HFP) allows members to change health, dental, or vision plans. This is called “**Open Enrollment**.” The Open Enrollment (OE) period begins on **April 15 and ends May 31**. In the beginning of April, members will be sent an OE packet or an OE postcard, depending on their particular circumstances. Members will receive a customized OE packet showing plan availability for their county if:

- They are required to make new plan selections because of changes in coverage areas for their current plans; or,
- Their premium is changing because they are enrolled in a health plan whose Community Provider Plan (CPP) status will change for 2007. (See article about 2007 CPP changes on page 5.)

This packet will include a list of the health, dental, and vision plans that members can choose, as well as information to help with making those decisions. (See specific packet information to the right.)

Members will receive an OE postcard if their health, dental, and vision plans will still be available and their health plan’s CPP status is not changing in the upcoming benefit year. Members receiving postcards will still have the option of requesting a customized OE packet and changing their plans. Instructions for doing so are outlined on the OE postcard.

In addition to information provided via mail, health, dental, and vision plan information for the upcoming benefit year is also available on the HFP website (www.healthyfamilies.ca.gov/English/OpenEnrollment2007.html). Members may download a Transfer Request Form directly from the HFP website.

It is very important for members to notify the HFP if they have moved so that they receive their OE materials. Members should inform the HFP of their new address by calling 1-888-439-4741.

What's in an Open Enrollment packet?

Each Open Enrollment packet will contain:

Cover Page that tells a member if any of their plans are no longer available or if their premium will be changing

Cover Letter that explains the Open Enrollment process, including timelines and contact information

Personal Fact Sheet that provides the member’s current health, dental, and visions plans and premium amounts

Customer Satisfaction Survey that asks about a member’s satisfaction with his/her health, dental, and vision plans

Transfer Request Form that should be returned to the Healthy Families Program if a member wants to change his/her health, dental, or vision plan

Plan Comparison Grid that provides comparison information about each of the plans available in a member’s county

Plan Ads that provide short descriptions of each of the plans available in a member’s county

Language Grid that provides information about the language options offered by each of the plans

Community Provider Plan Changes for 2007-2008

The Community Provider Plan (CPP) is a health plan participating in the Healthy Families Program offered at a \$3 per month discount to subscribers. There is a CPP in each of the 58 counties in California. A plan is designated as the CPP if it has done the best job of including traditional and safety net providers in its network as measured by the Child Health and Disability Prevention Program (35% of their score), clinic providers (45% of their score), and hospitals (20% of their score). An audit is required in counties where there is less than a 15% difference between the highest scores or if there appears to be a change in the highest score from the year before.

There were several counties requiring audits this year; however plans had the option of not participating in the audit if they wished to relinquish their CPP status. As a result of the audits, there were eight counties with CPP changes for 2007-2008 benefit year. Please see the chart below for an outline of the changes.

Members enrolled in the previous CPP must change to the new CPP in order to keep their premiums at the discounted rate. Members already enrolled in the new CPP will see their premiums reduced by \$3 per month should they remain enrolled in the plan.

Members affected by these CPP changes will receive a personalized Open Enrollment packet that explains the impact to their premium amount.

| County | 2006-2007 CPP | 2007-2008 CPP |
|------------|----------------|----------------------------|
| Colusa | Blue Cross EPO | Health Net Life EPO |
| Fresno | Blue Cross HMO | Health Net HMO |
| Merced | Blue Cross EPO | Health Plan of San Joaquin |
| Sacramento | Health Net HMO | Blue Cross HMO |
| Stanislaus | Health Net HMO | Health Plan of San Joaquin |
| Tulare | Blue Cross EPO | Health Net HMO |
| Ventura | Blue Cross EPO | Ventura County Health Care |
| Yuba | Blue Cross EPO | Health Net Life EPO |

Reminder: April 15, 2007 - New Tax Forms

April 15th of each year marks the date when the next year's tax forms are required as valid income document. When assisting applicants with income documentation after April 15th, please advise applicants to send in **2006 Tax Forms** (i.e. 1040,

1040EZ, Schedule C etc.) rather than those from 2005.



Certified Plan Staff Web-Based Training - Need to register?

Plan Web-Based Training (WBT) was designed to meet the needs for training certified staff within plan organizations. Below are guidelines for a smooth process while training new staff for application assistance.

1. Submit CAA Add/Remove Form signed by Authorized Contact Person. This form can be accessed from the Healthy Families Program (HFP) Website at www.healthyfamilies.ca.gov/English/caa/pdfs/CAA_Add_Remove_Form.pdf
2. Submit CAA Agreement signed by potential Certified Staff (CS). This form can be accessed from the HFP website at www.healthyfamilies.ca.gov/English/caa/pdfs/CAAAgreement.pdf.
3. EE/CAA Liaison staff will direct the potential CS to the WBT via email or a letter. The EE/CAA Liaisons can be reached at 1-800-279-5012 Monday through Friday, 8:30 a.m. to 5:00 p.m. or by email at ee-caaliaison@MAXIMUS.com.
4. Once the CS has passed the plan course exam, the certificate will automatically generate with their new CAA number.
5. The Participating Plan Marketing Guidelines must be reviewed and Plan's Certified Staff Code of Conduct Agreement signed by the new CS and sent to the HFP. The Participating Plan Marketing Guidelines and the Plan's Certified Staff Code of Conduct Agreement are located on the HFP website at www.healthyfamilies.ca.gov/English/caa/caa_training.htm.
6. Once the CS has earned a passing score on the WBT and the HFP receives the Code of Conduct, the HFP will link the CS to the EE that submitted the CAA Add/Remove Form. The newly trained certified plan staff may now assist the public with application assistance.

HFP Call Center Manager: Rosie Herrera

The Healthy Families Program (HFP) would like you to meet Rosie Herrera. Rosie is the HFP's Call Center Manager. Prior to joining the HFP Call Center team, Rosie worked as a Call Center Manager for eleven years, so she was well prepared for her career with the HFP!



As a mother of three wonderful kids, Rosie understands the important role the HFP plays in the lives of many children in California. Rosie brings with her a wealth of experience and enthusiasm, and she's looking forward to making a positive contribution to this already successful operation!

Kaiser Permanente Enrollment Caps - Update

In the February 2007 edition of this newsletter, we announced that Kaiser Permanente Health Plan was no longer available for NEW or RE-ENROLLMENTS in Kern, Orange, Riverside, San Bernardino, and San Diego Counties. Please note that effective July 1, 2007, Kaiser will be open for enrollment again in all counties except Orange.

Children's Health Initiatives

Children's Health Initiatives (CHIs) are locally-operated children's health programs that provide services for children (ages 0-18 usually) not eligible for full-scope no-cost Medi-Cal or the Healthy Families Program (HFP). Most CHIs are modeled after the HFP, which offers comprehensive insurance coverage (health, dental and vision) with only one set of plans that provides coverage. Below is a list of the 22 counties within California, which assist with enrollment to CHI programs. This information is also available when using Health-e-App and on the HFP website at www.healthyfamilies.ca.gov/English/caa/Healthy_Kids_Programs_in_California.html

| COUNTY | TELEPHONE # | EMAIL ADDRESS | WEBSITE ADDRESS | ADDRESS |
|-----------------|------------------------------|--|---|--|
| Alameda | 1-877-932-2738 | englishadvocate@alamedaalliance.org | www.alamedaalliance.org | Healthy Kids Program 1240 South Loop Road Alameda, CA 94502 |
| Colusa | 1-888-531-KIDS (5437) | n/a | www.first5colusa.org | First 5 Colusa PO Box 367 Williams, Ca 95987 Enrollment Center (530) 458-5555 Spanish Enrollment Center (530) 458-5555 |
| El Dorado | 1-888-531-KIDS (5437) | n/a | www.co.el-dorado.ca.us/publichealth | El Dorado County Public Health Dept. 931 Spring Street Placerville, Ca 95667 Enrollment Center 1-800-388-8690 Spanish Enrollment Center (530) 621-6107 |
| Fresno | 1-800-300-1277 | dohnstad@healthcollaborative.org | No website at this time | Healthy Kids Program 1999 Tuolumne Street, Suite 700 Fresno, CA 93721 |
| Kern | 1-800-974-2717 Ext. 80588 | imeldacb@co.kern.ca.us | www.co.kern.us/health/katch | Healthy Kids Program 1800 Mt. Vernon Avenue Bakersfield, CA 93306 |
| Los Angeles | 1-888-452-5437 | info@lacare.org | www.lacare.org | Healthy Kids Program 555 W. Fifth Street, 29th Floor Los Angeles, CA 90013-3036 |
| Napa | 1-707-227-0830 | healthykids@napachi.org | Website in progress | Healthy Kids Program 1780 3 rd Street Napa, CA 94559 |
| Riverside | 1-866-294-IEHP (4347) | aguirre-m@IEHP.org | www.iehp.org | Healthy Kids Program P.O. Box 19026 San Bernardino, CA 92423 |
| Sacramento | 1-888-531-KIDS (5437) | n/a | www.sachealthykids.org Website in progress | Healthy Kids, Healthy Future 6005 Folsom Boulevard Sacramento, CA 95819 |
| San Bernardino | 1-866-294-IEHP (4347) | aguirre-m@IEHP.org | www.iehp.org | Healthy Kids Program P.O. Box 19026 San Bernardino, CA 92423 |
| San Francisco | 1-888-558-5858 | Enrollment@sfnhp.org | www.sfnhp.org | Healthy Kids & Young Adults 201 Third Street, 7th Floor San Francisco, CA 94103 |
| San Joaquin | 1-888-936-PLAN (7526) | ddimas@hpsj.com | www.hpsj.com | Healthy Kids Program 1550 W. Fremont St., Suite 200 Stockton, CA 95203-2643 |
| San Luis Obispo | 1-805-540-5177 | info@slohealthykids.org | www.slohealthykids.org | Healthy Kids Program P. O. Box 1737 San Luis Obispo, CA 93406-1737 |
| San Mateo | 1-650-573-3595 | info@smcchi.org | www.smcchi.org | Healthy Kids Program 225 West 37th Avenue San Mateo, CA 94403 |
| Santa Barbara | 1-800-421-2560 | sbrha@sbrha.org | www.sbrha.org | Healthy Kids Program 110 Castilian Drive Goleta, CA 93117 |
| Santa Clara | 1-888-244-5222 | n/a | www.chikids.org | Healthy Kids Program 770 S. Bascom Avenue San Jose, CA 95128 |
| Santa Cruz | 1-831-430-5605 | healthykids@ccah-alliance.org | www.scchealthykids.org | Healthy Kids Program 1600 Green Hills Road Scotts Valley, CA 95066 |
| Solano | 1-800-978-7547 | Will be available on website. | www.skip.solanocoalition.org Website in progress | Healthy Kids Program 360 Campus Lane, Suite 100 Fairfield, CA 94534-1568 |
| Sonoma | 1-800-427-8982 | n/a | www.HealthyKidsSonomaCounty.org | Healthy Kids Program 625 5 th Street Santa Rosa, CA 95404 |
| Tulare | 1-877-613-KIDS (5437) | info@healthykidstulare.org | www.healthykidstulare.org | Healthy Kids of Tulare County 3435 S. Demaree, Suite A Visalia, CA 93277 |
| Yolo | 1-530-669-2475 | yoloofrc@dcn.org | www.healthykids.org | Healthy Kids Program 600 A Street, Suite Y Davis, CA 95616 |

Acceptable Documentation for Rental Income

Besides the Federal Income Tax Forms 1040, 1040A, and 1040EZ, two additional documents are now being accepted as documents for rental income. Applicants may send any **one** of the following documents as proof of rental income:

Federal Income Tax Forms: The previous year's Federal Income Tax Forms 1040, 1040NR or an e-file printout of these forms are accepted if rental income is shown on line 17 for Form 1040 or line 18 for Form 1040NR.

Rental Income Worksheet: Applicants must fill in all lines in the Rental Income Worksheet and sign and date the document. If the lines for the monthly expenses are left blank, the expenses amount will be considered as \$0 and the application processed under that assumption. For any other lines left blank, the applicant will be contacted for missing information. The Rental Income Worksheet can be downloaded from the HFP

website at www.healthyfamilies.ca.gov/English/download.html.

Written Document with Required Elements: Applicants may also send a written documentation to show rental income as long as the content of the document shows the same information required on the Rental Income Worksheet. The document must contain all of the following elements to be valid:

1. Address of the property
2. Gross monthly rental income from the property
3. Monthly expenses for the property, such as: mortgage interest paid, taxes paid, utilities paid, insurance paid, upkeep/repairs paid
4. A statement indicating that the information given on this paper is current, true and correct to the best of the applicant's knowledge
5. Signature of owner(s)
6. Date of the document

Note: Please keep in mind that the income documentation date must be within 45 days from the date the HFP receives it to be considered valid.

Welcome New & Returning HFP Enrollment Entities!

3RD MILLENNIUM FS & IA
A. FRANCOIS DERENDINGER INSURANCE AGENCY, INC.
ACME INSURANCE & FINANCIAL SERVICES, INC.
ACTION INSURANCE GROUP
ADR INSURANCE MARKETING INC
ADVANCED INSURANCE SOLUTIONS
ADVANTAGE FIRST INSURANCE SERVICES, LLC
ALLISON ROSA FAMILY DAY CARE
ALLSTATE INSURANCE CO.
ARCOHE UNION SCHOOL DISTRICT
ARTHUR WEI-TSUNG CHEN
ASIAN YOUTH CENTER
AT PLUS INSURANCE SERVICES
BART A. ZANDERGEN
BENEFITSCAFE.COM
BEVERLY DOUTHET
BOND FINANCIAL INSURANCE SERVICES

CALDERA CASTILLO ENTERPRISES
CAROL A DRYSDALE
CHEE INSURANCE SERVICE
CHENG'S INSURANCE AGENCY
CHM - INSURANCE SERVICES DIVISION
CHOICE POINT INSURANCE AGENCY
CHRISTINE LE - NGOC NGUYEN
CIGUENA WOMEN'S HEALTH CENTER
CINDY L. MCFARLAND
CITRUS VALLEY MEDICAL CENTER
CLEVIDENCE INSURANCES SERVICES, INC
COAST UNIFIED SCHOOL DISTRICT
COMMUNITY CROSSBRIDGE CALIFORNIA
COMMUNITY HEALTH ALLIANCE OF HUMBOLDT - DEL NORTE
CONTINENTAL SPECIALTY INSURANCE
COVENANT FINANCIAL SERVICES

Welcome New & Returning HFP Enrollment Entities!

(continued from page 8)

COVENANT LANE INSURANCE, INC.
D. ANNE INSURANCE
DAN FONTENOT INSURANCE SERVICES, INC
DELCON INSURANCE AGENCY
DEREK MOORE
DINUBA CHILDREN'S SERVICES
DIXIE LEE BOWERSOX
EDITH E. MONTANO
EDUARDO BOHON
EMPLOYER RESOURCE GROUP & INSURANCE SERVICES
FABULOUS TAX & INSURANCE SERVICES
FAISON & FAISON A PROFESSIONAL DENTAL CORPORATION
FAMILY RESOURCE HOUSE OF UNITY
FREEDOM FINANCIAL SERVICES
GLENN BLACK INSURANCE SERVICES
GRACE Y. LIU
GUANG YONG
H.B.F.A. INSURANCE SERVICES
HANNAH INSURANCE GROUP
HAY INSURANCE AGENCY
HAYDEH HAROONI FINANCIAL & INSURANCE SERVICES
HAYWARD TILTON & ROLAPP INSURANCE ASSOCIATES, INC.
HEALTH INSURANCE SERVICES.
HELPING OTHERS
INGLEWOOD FAMILY MEDICAL CLINIC INC
INLAND AGENCY
JAMES DIEHL INSURANCE SOLUTIONS
JBANTA
JL TAX & BUSINESS SERVICES
JLO INSURANCE.COM
JOHN GLEASON INSURANCE BROKER
JOHN PADILLA
JS INSURANCE SERVICES
JUDI MCGUIRE
JULIO'S BUSINESS SERVICES
JUYING LIU
JYOT FINANCIAL SERVICES INC.
KAMILAH BILLUE
KAWEAH DELTA HEALTH CARE DISTRICT
KINGSBURG DISTRICT HOSPITAL
LDR INSURANCE
LOPEZ DONIS FAMILY CHILD CARE HOME
MARCOS BORRERO MD INC
MARIA T LAREZ
MATTHEW J. SHEAHAN LUTCF
MISSION NEIGHBORHOOD HEALTH CENTER
MK FINANCIAL SERVICES
MORDECHAI SEGANKOCHANIM

MORNINGSIDE PRIMARY CARE
NORTH TAHOE FAMILY RESOURCE CENTER
OSCAR BERNAL
PATRICK KAPTERIAN
PENSION & BENEFIT INSURANCE SERVICES, INC.
PITMAN INSURANCE ASSOCIATES, INC.
PLACER COMMUNITY ACTION COUNCIL INC
PRINGLE INSURANCE SERVICES, INC
PS INSURANCE SERVICES
REDWOOD COAST MEDICAL SERVICES
RESOURCE INSURANCE SERVICES
RILAN DENTAL MANAGEMENT SERVICES
ROBERTO VELAZQUEZ INSURANCE
ROC RESOURCES INC.
RUDICK INTERNATIONAL INC.
SACKETT & ASSOCIATES INSURANCE SERVICES
SALIM OMAR AYOB
SAN JOAQUIN GENERAL HOSPITAL
SMITH INSURANCE
SOUTH OF MARKET HEALTH CENTER
SRN FINANCIAL SERVICES
STACY MURRAY
STEPHEN M. SIMON INSURANCE AGENCY
STUART D HALL
SU CLINICA DE SAN BERNARDINO
SUTTER DELTA MEDICAL CENTER
TANTEE & ASSOCIATES
THO HUU NGUYEN
TODD GARIBALDI INSURANCE AGENCY, INC
TONY BAUER INSURANCE SERVICE
TRAN, RACHEL QUANYEN
TREND CALIFORNIA INSURANCE SERVICES
UNITED WAY OF STANISLAUIS COUNTY
VALLEY COMMUNITY CLINIC
VERONICA SANDOVAL
VICTORIA EDEN
WAYNE L NELSON FINANCIAL AND INSURANCE SERVICES
WHITE MEMORIAL PEDIATRIC MEDICAL GROUP
WOOJIN HAN
XING SITU
YOLANDA RAMIREZ
YULIAN JADELYN TSE

Welcome New & Returning Certified Application Assistants!

WENDY ABASOLO
CARMEN ACEVEDO
GUDALUPE ACOSTA
SERGIO AGUILAR
YANET AGUILAR
MARIA AGUILERA
ROSARIO AGUIRRE
LORENA ALAS
GILBERT ALCALA
ROSEMARY ALCALA
NORMA ALCARAZ
REYNA ALONSO
ERIKA ALVAREZ
PATRICIA ALVAREZ
JOSEFINA AMIRZADEH
MIRIAM ARAGON
GUILLIE ARAMBULA
LISA ARDON
ANNA AREVALO
PAMELA ARIAZ
RAQUEL ARREOLA
IMELDA ARROYO
ZEVART ASLANIAN
ANA AUDELO
ANGELA BACCELLI
MARISOL BARAJAS
GUADALUPE BARRERA
LILIA BARRERA
NICOLETTE BARTEVIAN
MICHELLE BAYLON
DAWNIA BEAM
ANTONIA BELTRAN
ARTEMIO BELTRAN
KAMILAH BILLUE
TERRI BLACK
BRENDA BLANCO
EDUARDO BOHON
EMILY BOLES
MAYRA BOUCHAREB
DIXIE BOWERSOX
SANDRA BROWN
TED BROWN
ROBERT BUFANDA
VIRGINIA CABRERA
ROSE CALUB
ROSALBA CAMARILLO
DOT CAMPBELL
ADELE CAMPOS
ROSELENA CAMPOS
PAUL CANDELARIA
MAMERTO CANLAS
FELICIA CANNON
CRYSTAL CARBOJOL
IRIS CARDENAS
ELENA CARDOZA
MARCELO CASTILLO
MARTHA CASTRO A
BLANCA CASTRO
NANCY CATE
ANGELINA CAZARES
SANDY CAZARES-RUIZ
LOUISE CERNA
GUADALUPE CESENA

LUZMILA CESPEDES
DAVID CHAN
ERICK CHARLIE
ARTHUR WEI CHEN
KYELYNN CHIONG
YINYOUNG CHUN
ARASCELI COLON
MYRNA COLON
CHRISTINA CONTRERAS
DARIO CORDOVA
MARIA CORONA
ELIANITA CORONADO
ESTHER CORREA
CONNIE COTTO
MARIA CUEVAS
KEVIN CURLEY
SUSAN DANA
MARIA DAVILA-SOTELO
MONICA DE LA TORRE
ERNIE DELACRUZ
SUZANNA DELGADO
BARRERA-VA DIANA
CHRISTIE DIAZ
RUTH DIAZ
CAROL DRYSDALE
MARBELLA DUARTE
LUPE DURAN
JOBETH ELLIS
JACQUELINE EVAN
KATHY FAIRCLOUGH
ALICIA FERNANDEZ
DOMINGO FERNANDEZ
ROSALVA FEVELA
SUSANA FIALLOS
JOSIE FIGUEROA
JUAN CARLO FIGUEROA
ALMA FLORES
JANELLE FREDERIKSEN
RHONDA FROLANDER
JOHN FROLANDER
BRENDA FU
TERESA FUENTES
OLGA GALLARDO
GABRIEL GALLEGOS
MARISOL GALVAN
MARIA GAMBOA
CARMEN GARCIA
CELIA GARCIA
DANIEL GARCIA
JESSICA GARCIA
MARCY GARCIA
MARIA GARCIA
MARTHA GARCIA
PERLA GARCIA
SONIA B GARCIA
DEBRA GIORDANO
GUILLERMO GIULIANI
MARIA GODINEZ
CYNTHIA GOMEZ
JANNETTE GOMEZ
MARTHA GOMEZ
SILOUETTE GOMEZ
AYDE GONZALES

ILDA GONZALES
MARIBEL GONZALES
RITA GONZALEZ MACIE
CARLOS GONZALEZ
ERIK GONZALEZ
MARIA GONZALEZ
YELSUMINE GONZALEZ
MELISSA GORA
MICHELLE GOURLEY
SUSAN GUAN
LILIA GUERRERO
ELIA GUEVARA
ARTHUR GUTIERREZ
WENDY GUTIERREZ
MARY HACKER
HAYDEH HAROONI
MARIA HENAO
ELIZABETH HENRIQUEZ
BLANCA HERNANDEZ
CLAUDIA HERNANDEZ
ELIZABETH HERNANDEZ
MARTHA HERNANDEZ
PATRICIA HERNANDEZ
SANDRA HERNANDEZ
VICKI HERNANDEZ
ALICIA HINOJOSA
THOMAS HOLM
MARIA HUEREQUE
MARTHA HURTADO
VERONICA JAIMES
TARA JAMES
ADRIANA JARAMILLO
ELENA JARAMILLO
LAURA JOHNSON
MONICA JORDAN
GLORIA KIMBELL
MARGARET KING
KANDACE KINTZLE
ALICIA KOSMAN
JAKELINE KREITZ
KESHNI KUMAR
CHRISTINE LAI
LUIS LAINEZ
KIEU LAM
KIM LANCASTER
MARIA T. LAREZ
THERESA LEDGER
JAY LEE
LISA LEIATO
ARTHUR LEON
DAVID LERMA
CAROL LEWIS
MELISSA LEWIS
PHINA LI
FRANCISCO LINARES
JUYING LIU
ADRIANA LOPEZ
DONIS LOPEZ
ELIZABETH LOPEZ
EVANGELINA LOPEZ
MAGGIE LOPEZ-LAVALLE
IRMA LOZADA
CARLOS LUJAN

TIFFANY LY
MINERBA MADRIGAL
REYNA MADRIGAL
BRENDA MADRIZ
HILDA E MALDONADO
TERESA MANZO
CATALINA MARTINEZ
MARISOL MARTINEZ
PAULA MARTINS
NURITSA MARTINYAN
RUBY MATEOS
MARIGO MAVRAGANIS
CARMEN MAYA
ALISON MCCORMICK
KATHALEEN MCGOWAN
JUDI MCGUIRE
SYLVIA MEJIA
ANA MENDEZ
ELIZABETH MENDONZA
NORMA MENDOZA
ANNA MENESES
ELIZABETH MERCADO
AMIR MESKIN
AIDA MEZA
ROXAN MILLAN
LAURA MOLLER-LEON
BEATRICE MONTEZ
MICHAEL MONTEZ
RAFAEL MONTIEL
CLAUDIA MORALES
CINTHIA MORENO
ROCIO MORENO
CARRIE MOYLES
SHIRLEY MUNOZ
AMY MURATALLA
SUSAN MURO
STACY MURRAY
DAWN MYERS-GIMBEL
TARA NAWAKHTAR
MARTHA NELSON
CLAUDIA NERIO
SHAWN NGO
MARTHA NILA
RITA NUNEZ
DENISSE OLIVAS
LIDIA ORTEGA
MARTHA ORTEGA
LETICIA ORTIZ
NARE OZUNA
JOHN PADILLA
JUANA PALACIOS
ANNA PALERMO
MARIA DE J PARDON
YESTER PARK
AVRORA PARRA
HIMATLEL PATEL
HORTENCIA PENA
ANA PERALTA
LINDSAY PEREZ
TERRY PEREZ
DEBORAH PERRY
BETTY PIMENTEL

Welcome New & Returning CAAs! (continued from page 10)

| | | | |
|-------------------------|------------------------|-----------------------|------------------------|
| MONICA PINEDA | MARIA RODRIGUEZ | ANDREA SISSONS | MARIBEL VAZQUEZ |
| CRISTINA PLASCENCIO-THO | NELLY RODRIGUEZ | XING SITU | DIANA VAZQUEZ-FRIAS |
| CESAR PONCE | TERESA RODRIQUEZ | LINDA SMITH | DOLORES VEGA |
| CLAUDIA POTOSME | JACKIE ROJAS | NICOLAS SOLIMA | GERARDO VELAZCO |
| CYNTHIA PRINCE | ROMULO PAT ROJAS | ALMA SOLORIO | MARIA VELAZCO |
| SHIRLEY PRINGLE | ROSALIE ROJAS | DENIS SOLORZANO | GLORIA VELAZQUEZ |
| JOEL PULGARIN | MARIA ROMERO | LETIDA SOT | LAURA VELAZQUEZ |
| EDUARDO QUINTANA | ALAN ROOKE | CARMELA SOTO | LUZ VELIZ |
| SUZETTE QUINTANA | ANA ROSA | KEVIN STEELE | GRISELDA VERTREES |
| ELISA RAMOS | JOSEPH ROSAS | ALMA STROGAN | BEATRIZ VIGIL |
| JULIE RAMOS-PEREZ | NORMA RUIZ | ZACHARIAH TAYLOR | DOLORES VILLARREAL-COS |
| SHEILA RAYA | ALMA RUIZ-TEETERS | LYNNETTE TEJADA | TERESA VILLAVICENCIO |
| GRACIE RAZO | NAI SAECHAO | KIMBERLY TEJEDA | ERIKA VIZCARRA |
| LETICIA REGIN | AUGUSTO SALAS | ESTHER TOLEDO | QUYEN VO |
| GABRIEL RESENDEZ | PATRICIA SALAS | LETICIA TOLEDO | NARDA VON NEUMANN |
| JEAN RESENDEZ | ROBERT SALAS | ERNESTINA TORRES | ANDREW WANG |
| IDANIA RESENDIZ | ANGELICA SALGADO | VALENTINA TORRES | NELSON WAYNE |
| JOSE RESENDIZ | VERONICA SANDOVAL | RACHEL TRAN | FINLEY WILLIAMS |
| SARAH RESENDIZ | MARIA DE L SANTIAGO | LINDA TRIPLET | AUDREY WILSON |
| EDITH REYES | WENDY SANTOYO | TINA TVEDT | NENG YANG |
| RALPH RILEY | DIANE SCOTT | SVETLANA UCHPARMAKHAN | VANH DY YANG |
| ROBIN RILEY-GARNER | MICHAEL SEDAGHAT | CRUZ ALICI VALDEZ | SUAREZ YOLANDA |
| MARCELA RINCON | MORDECHAI SEGANKOHANIM | YURI VALDOVINOS | MITRA YONDIM |
| DAVID RIVERA | MALORIE SERRANO | CHRISTINA VALENCIA | SUSAN YOON |
| DON RIZZO | MARGARITA SERRANO | MARIBEL VALENCIA | EDWINA YOUNG |
| RONALD L ROBERTS | AMALIA SILVA | MARY VALENCIA | GEGINE ZAKARYAN |
| CECILIA RODGERS | LUCIA SILVA | ARIANA VALLE | BART ZANDBERGEN |
| ROSE RODRIGUEZ PHEL | BARBARA SIMPSON | RICARDO VAQUERANO | PATRICIA ZEPEDA |
| AIDA RODRIGUEZ | STELLA SINGLETON | MARIBEL VARGAS | XIAOJIANG ZHOU |
| HUGO RODRIGUEZ | CHAYOOT SIRAWONGPRASER | CONNIE VAZQUEZ | |